



SURREY POLICE AND CRIME PANEL

26 September 2024

COMPLAINTS RECEIVED SINCE THE LAST MEETING

15

SUMMARY

This report sets out all complaints against the Police and Crime Commissioner that have been dealt with since the last meeting of the Police and Crime Panel.

RECOMMENDATIONS

The Police and Crime Panel is asked to note the content of the report.

1. INTRODUCTION AND BACKGROUND

- 1.1 The Elected Local Policing Bodies (Complaints and Misconduct) Regulations 2012 make Surrey's Police and Crime Panel responsible for overseeing complaints made about the conduct of the Police and Crime Commissioner and Deputy Police and Crime Commissioner.
- 1.2 The Panel has a responsibility to informally resolve non-criminal complaints about the conduct of the PCC, as well as criminal complaints or conduct matters that are referred to it by the Independent Office for Police Conduct.
- 1.3 In accordance with the Regulations, complaints received by the Panel that do not relate to the conduct of the PCC (such as operational concerns and policy disputes) are referred to the most appropriate body for resolution instead of the Complaints Sub-Committee.
- 1.4 At its meeting on 13 December 2012 the Panel agreed to delegate informal resolution of complaints to a Complaints Sub-Committee. A revised Complaints Protocol agreed by the Panel on 26 September 2022 delegated initial receipt and filtering of complaints to the Chief Executive of the PCC's Office.
- 1.5 The Chief Executive is responsible for determining whether to disapply the informal resolution process in accordance with statutory criteria for disapplication (for example where the complaint is 'repetitious', 'vexatious', 'oppressive' or an 'abuse of procedures'). The Sub-Committee has the option of calling in such a decision.

2. COMPLAINTS RECEIVED SINCE THE LAST MEETING

- 2.1. Since the last meeting of the Panel the Complaints Sub-Committee has been notified of 3 recorded complaints made against the Commissioner.
- 2.2. In the case of the first 2 complaints made, both of which related substantively to the same matter, the Sub-Committee determined that the Police and Crime Commissioner had not breached the Code of Conduct in one aspect of the complaints, but had breached General

Obligations (2) of the Code of Conduct in another. They therefore required that that Commissioner write an explanatory letter to the complainant(s).

2.3. In the case of the final complaint made, the Sub-Committee endorsed the Chief Executive's decision to disapply the informal resolution procedure in accordance with the specified disapplication criteria and that no further action should be taken.

2.4. No complaints against the Deputy Police and Crime Commissioner have been received.

LEAD OFFICER: Jake Chambers – Scrutiny Officer, Surrey County Council

EMAIL / TELEPHONE: 07971 663 794 / jake.chambers@surreycc.gov.uk